

Student Fundraiser Job Description, 2017-18 Telephone Appeal

Regular Giving Team, Office of Development and Alumni Relations

Background

Southampton's Giving Programme offers an opportunity to those closest to us, our alumni and friends, to play an important role in the University both now and in the future by making a gift to support a variety of projects.

Alumni can donate to support students across three key areas: Student Hardship, Student Experience and Research & Innovation. By supporting students struggling with financial difficulties, improving the facilities and experiences for students and always being prepared to push new and exciting projects, alumni of the University give our students and academics the best chance of success – and allow us to help change the world for the better.

Recently, most of the funds raised through telephone appeals have been contributing towards the University's £25 million campaign for the Centre for Cancer Immunology. The University of Southampton leads the UK in cancer immunology research and the new state-of-the-art centre, based at Southampton General Hospital, will be the first of its kind in the UK. With the campaign set to close in July 2018, support gathered during the telephone appeals will play a role in helping to close this ground-breaking campaign.

Many of the alumni who give do so through the Telephone Appeals held in the autumn, spring and summer terms. As a student fundraiser your work will have a direct impact in helping to find long lasting treatments for cancer, and improving the University experience for students now and into the future.

Job Purpose

The position of student fundraiser involves contacting Southampton graduates (alumni) by telephone for a variety of reasons. Our goals include updating their details, finding out how they would like to be contacted, finding out what they have gone on to do since graduating, informing them of the many ways they can stay engaged as alumni and encouraging them to make a donation to the University. Generally student fundraisers ask graduates to make a regular donation of between £3 and £50 per month. Last year around 1700 graduates pledged a donation during a phone call.

Your Responsibilities:

- To act as an ambassador for the University of Southampton.
- To engage graduates in conversation and establish a good rapport.
- To communicate Southampton's aims, activities and accomplishments.
- To inspire alumni to make a gift to the University during your conversation.
- To update graduates' records with all relevant information.
- To sensitively handle confidential information and comply with the Data Protection Act.
- To work towards individual and team targets.
- To adhere to employment expectations and performance standards, as laid out in the student fundraiser contract.
- To attend the required number of shifts per campaign.
- To continually seek to improve your performance and to act upon feedback from the Supervisor Team and the Regular Giving Officer.
- To work effectively with team members to uphold the values of the Regular Giving Team.

Person Specification

Essential Criteria:

- A current Southampton student, passionate about your University.
- Excellent spoken and written English.
- Strong attention to detail and accuracy.
- Confident listening and negotiation skills.
- Good general knowledge about Southampton and a willingness to learn more.
- Ability to handle objections and overcome challenges by turning negatives into positives.

- Confident, positive and friendly disposition.
- Ability to work independently and in a team environment.
- Previous experience dealing with people from a wide range of backgrounds.
- Reliable, hardworking and dedicated.
- Ability to use your own initiative in a variety of situations.
- Good involvement in student life.
- Ability to manage University workload and job hours.
- Available to work throughout the full academic term.

Desirable Criteria:

- Record of supporting charitable initiatives (i.e. volunteer work, fundraising).
- Previous experience in a similar capacity (i.e. call centre experience, working with electronic databases).
- Competent IT skills.

CANDIDATES WHO DO NOT MEET THE ESSENTIAL CRITERIA WILL NOT BE CONSIDERED

Pay, benefits and expectations:

All student fundraisers are paid £8.21 per hour (incl. holiday pay). Payment is by bank transfer, monthly in arrears. Calling takes place in a computer suite in building 58 on the Highfield Campus. Calling shifts take place, during term time only, **on Monday to Thursday evenings from 6:20 pm to 9:20 pm and on Sundays from 3pm to 6pm.**

Although the role is challenging, it is also extremely rewarding; being a student fundraiser provides the opportunity to learn and develop valuable skills which benefit both your life at Southampton and your future career. Student fundraisers who successfully meet agreed targets during this campaign will be invited to remain as part of the team for future campaigns and there is also the possibility of advancement within the team into senior roles.

All successful candidates will be expected to work three shifts per week for at least one full term. Each student fundraiser will sign up for shifts on a weekly basis and will not have to commit to working identical days each week, although this can be arranged if preferred.

Dates of Telephone Appeals for the 2017-2018 academic year:

Autumn: 28 October – 7 December 2017

Spring: 27 January – 16 March 2018

Summer: 15 April – 10 May 2018

Training:

Previous experience in a similar capacity is not essential as we provide intensive and thorough training to enhance your skills and prepare you for all aspects of your new role. **Every training session is compulsory and to be eligible to apply you must be available to attend two full days' training on Saturday 28 and Sunday 29 October 2017.** Exact times will be provided during the interview process.

How to Apply:

Please complete the online application form demonstrating your suitability for this role and submit it electronically. The closing date for all applications is **midnight on Monday 2 October 2017.** Early applications are welcomed and encouraged and any applications submitted after this deadline will not be accepted under any circumstances.

The Application Form is available at <https://isurvey.soton.ac.uk/24895>

You must be available for interview on Tuesday 10, Thursday 12 and Tuesday 17 October to be considered for the role.

Exact interview times will be provided if your application form meets initial requirements.

If you have any questions or require any further information, please contact:

Ian Greaves, Regular Giving Officer

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